

## IN THE CLAIMS

Please amend the claims as follows:

1-62. (cancelled)

63. (previously presented) A system comprising:

- a contact center configured to receive items, which are communications or tasks;

- a decision engine that

  - determines a priority code for each of the items received according to rules for prioritizing the items,

  - is capable of determining the priority code for items without an assigned priority, and

  - is capable of learning new rules for prioritizing items based on positive and negative feedback related to a relative importance of items based on an order in which an agent selected the items; and

- at least one queue configured to store the items in order of the priority code.

64. (previously presented) A system comprising:

a contact center configured to receive items, which are communications or tasks;

a decision engine that

determines a priority code for each of the items received according to rules for prioritizing the items,

is capable of determining the priority code for items without an assigned priority, and

is capable of learning new rules for prioritizing items based on a relative importance of items learned from an order in which an agent selected the items, and

includes

a parser and is configured to analyze text, voice, natural language content, emotional content, identify keywords, identify concepts, and

determine relationships between the concepts of the items received; and

at least one queue configured to store the items in order of the priority code.

65-66. (cancelled)

67. (currently amended) A method comprising:

receiving items, which are communications or tasks that do not have a previously assigned priority;

automatically learning a new priority rule based on an order in which an agent selected the items;

automatically determining priority codes for the items using the new priority rule;

parsing the items including

analyzing text contents of items containing text of the items,

analyzing voice contents of items having voice contents of the items,

analyzing natural language contents of items containing natural language of the items,

analyzing emotional contents of items having emotional content of the items,

identifying keywords of items containing words of the items,

identifying concepts of items of the item that contain concepts, and

determining relationships between the concepts of items having relationships between the concepts of the items; and

storing the items, which are prioritized in at least one queue according to the priority code.